

# MediaAgent™ User Manual

Eventide Inc.

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*New to MediaAgent? A handy **Quick Start guide** will help you install the software and begin monitoring your Eventide recorders right away.*

*Familiar with MediaAgent but need some direction? Try the list of **Frequently Asked Questions** to find some answers.*

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# **1 Overview**

## **About Eventide MediaAgent**

Eventide MediaAgent™ allows you to monitor audio data from Eventide communications logging recorders such as the Atlas Series recorders or DIR911t instant recall recorder. Locate records by time and channel (or groups of channels). Once found, you'll be able to listen to and export their audio.

## **Quick Start**

### **Install MediaAgent**

By default, the MediaAgent installation program places the executable in a location accessible to all users on your system. It is recommended that you accept the default installation location. It can be installed over previous installations of MediaAgent .

If this is an upgrade installation, all previous configuration files will be automatically upgraded the first time MediaAgent is run.

### **Connect to your Eventide Recorder**

When starting MediaAgent for the first time, you are prompted to add a source (see figure 1). A 'source' is an Eventide Atlas Series recorder, or a DIR911t instant recall recorder. Select Yes, and proceed to add one or more Eventide Atlas Series recorders (by supplying the recorder IP address or host name). For more about configuring sources, see the [Options Reference](#) section.

### **Filter and Play Records**

After connecting to a source, close the Options window. The fastest way to locate records is to choose a channel with activity on the 'Instant Recall' tab, which

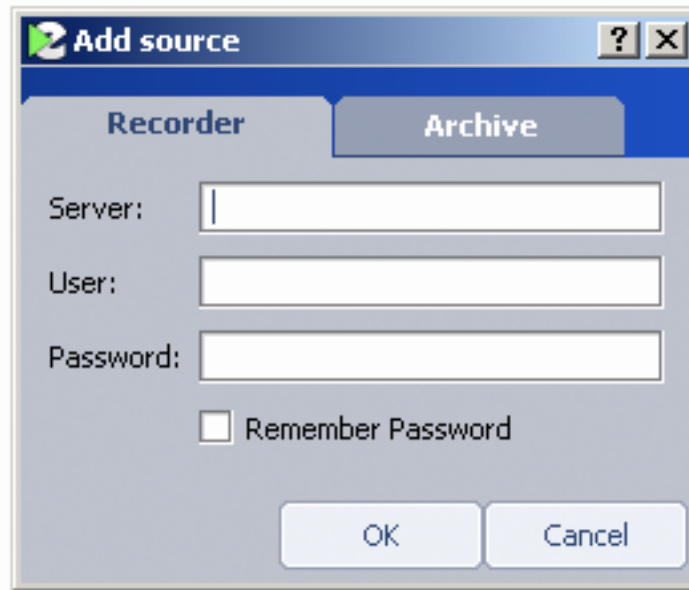


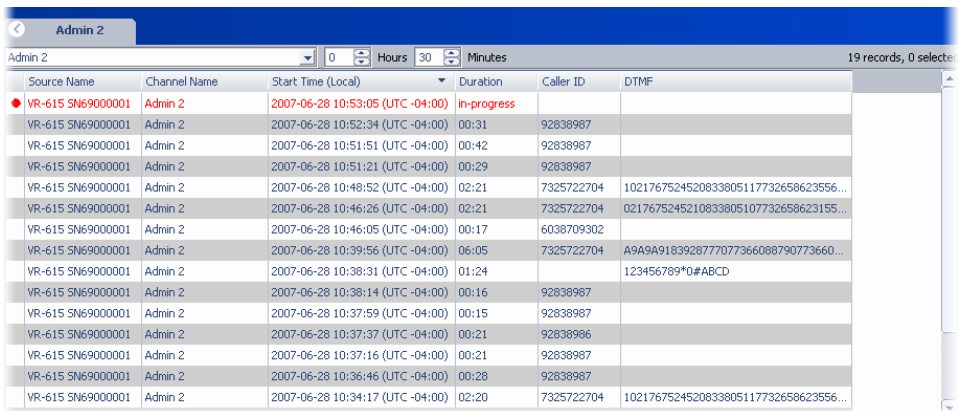
Figure 1: Adding a Source

should now be displayed before you. Set the time frame suitably (a few hours in the past) and records will be retrieved and displayed for you.

Once records are displayed, press the Play button located in the transport at the bottom of the screen (see figure 3). The first record in the list will begin playing. To play a different record, double-click it (or highlight it and press Enter). Information about the currently playing record will be displayed above the playback controls at the bottom of the screen. You can also adjust volume and playback speed, or change playback position (scrub) within the call using the playback controls. For more, see the [Playback Reference](#) section.

### Learn More

Once you have retrieved records, a number of options are available. In addition to listening to the audio, you can export the audio data to disk; see [Exporting Audio](#). Numerous other monitoring tools are available within MediaAgent, including live



Source Name	Channel Name	Start Time (Local)	Duration	Caller ID	DTMF
VR-615 SN69000001	Admin 2	2007-06-28 10:53:05 (UTC -04:00)	In-progress		
VR-615 SN69000001	Admin 2	2007-06-28 10:52:34 (UTC -04:00)	00:31	92838987	
VR-615 SN69000001	Admin 2	2007-06-28 10:51:51 (UTC -04:00)	00:42	92838987	
VR-615 SN69000001	Admin 2	2007-06-28 10:51:21 (UTC -04:00)	00:29	92838987	
VR-615 SN69000001	Admin 2	2007-06-28 10:48:52 (UTC -04:00)	02:21	7325722704	1021767524520833805117732658623556...
VR-615 SN69000001	Admin 2	2007-06-28 10:46:26 (UTC -04:00)	02:21	7325722704	0217675245210833805107732658623155...
VR-615 SN69000001	Admin 2	2007-06-28 10:46:05 (UTC -04:00)	00:17	6038709302	
VR-615 SN69000001	Admin 2	2007-06-28 10:39:56 (UTC -04:00)	06:05	7325722704	A9A9A9183928777077366088790773660...
VR-615 SN69000001	Admin 2	2007-06-28 10:38:31 (UTC -04:00)	01:24		123456789*0#ABCD
VR-615 SN69000001	Admin 2	2007-06-28 10:38:14 (UTC -04:00)	00:16	92838987	
VR-615 SN69000001	Admin 2	2007-06-28 10:37:59 (UTC -04:00)	00:15	92838987	
VR-615 SN69000001	Admin 2	2007-06-28 10:37:37 (UTC -04:00)	00:21	92838986	
VR-615 SN69000001	Admin 2	2007-06-28 10:37:16 (UTC -04:00)	00:21	92838987	
VR-615 SN69000001	Admin 2	2007-06-28 10:36:46 (UTC -04:00)	00:28	92838987	
VR-615 SN69000001	Admin 2	2007-06-28 10:34:17 (UTC -04:00)	02:20	7325722704	1021767524520833805117732658623556...

Figure 2: The Instant Recall Tab



Figure 3: The Playback Controls

channel monitoring (see [Channels](#)), alarm monitoring (see [Recorders](#)), and instant recall (see [Instant Recall](#)).

### Troubleshooting

Several common problems are covered in the [Frequently Asked Questions](#) section of this manual. Check it to see if the issue is already known, or if there is a workaround available. Also consult any release notes for your version of MediaAgent .

It is Eventide’s policy to work directly with dealers, not end users. Dealers must report issues to Eventide with the following information in order to process the service/support request:

1. Serial numbers of any recorders in use (whether Atlas, DIR911t)
2. Software versions for both the recorders(s) and MediaAgent
3. Severity of the issue, including a detailed description of the issue
4. Contact information (phone and email) for dealer and on-site technician

To contact Eventide Customer Service for support, call 201-641-1200 option 6 then option 2 (Communications/Loggers division), or email [support@eventide.com](mailto:support@eventide.com).



## **2 Workflow**

### **Overview**

MediaAgent is primarily an instant recall client with a set of additional monitoring tools. This section outlines some of the more common workflows which MediaAgent supports. It covers the most common options and features available. For more detailed explanations, see the [Reference](#) section.

### **Typical Workflows**

MediaAgent is geared toward users who need to quickly locate the most recent data on their Eventide recorders. As calls appear on the recorder, MediaAgent will display the new call data in real time. See the [Finding and Organizing Records](#) section below for more information.

Once records are displayed, they can be examined, updated and listened to. See the [Examining and Playing Records](#) section below for more information.

MediaAgent can also monitor different aspects of your Eventide recorders, including live audio feeds and system alerts and status. See the [Monitoring Recorders](#) section below for more information.

### **Finding and Organizing Records**

The typical workflow for finding data involves the following steps.

1. **Filters** Create filters that encompass one or more channels on your Eventide recorders.
2. **Setup tabs** Create a new tab for each filter.
3. **Time ranges** Set your time range on each tab.

## Creating Filters

Filters are used in Instant Recall to limit the live record view. A filter is a single channel name, or a Channel Group. Use the Filters Options to define which filters are visible in an Instant Recall tab.

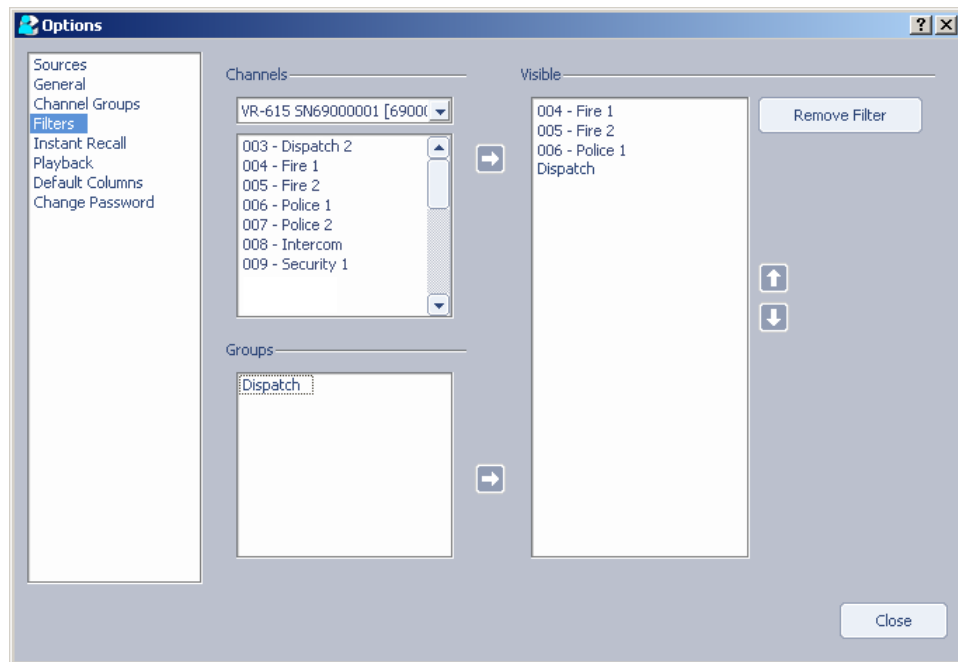


Figure 4: Creating Filters

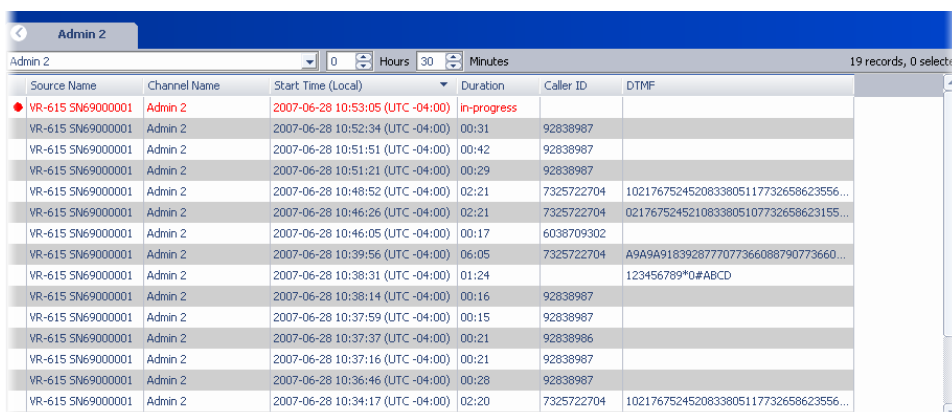
To add a channel name filter, select one or more channels from the Channels list and click the associated arrow button. To add a Channel Group filter, select one or more groups from the Groups list and click the associated arrow button.

For more information see the [Filters](#) reference section.

## Setting up Tabs

The most efficient organization for monitoring a recorder with Instant Recall is to create one tab per filter. See the [reference](#) section for more information.

## Introducing Instant Recall



The screenshot shows the 'Instant Recall' tab in the Eventide MediaAgent software. At the top, there is a header bar with a dropdown menu set to 'Admin 2'. Below this, there are controls for time filtering: a dropdown for 'Hours' (set to 0) and a dropdown for 'Minutes' (set to 30). To the right of these controls, it says '19 records, 0 selected'. The main area is a table with the following columns: Source Name, Channel Name, Start Time (Local), Duration, Caller ID, and DTMF. The table contains 19 rows of data, each representing a call record. The first row is highlighted in red and has a red dot in the 'Source Name' column. The 'Duration' column for the first row is 'In-progress'. The 'Start Time (Local)' column shows times in UTC format, such as '2007-06-28 10:53:05 (UTC -04:00)'. The 'Caller ID' column shows numbers like '92838987' and '7325722704'. The 'DTMF' column shows sequences of digits and letters, such as '1021767524520833805117732658623556...'.

Source Name	Channel Name	Start Time (Local)	Duration	Caller ID	DTMF
VR-615 SN69000001	Admin 2	2007-06-28 10:53:05 (UTC -04:00)	In-progress		
VR-615 SN69000001	Admin 2	2007-06-28 10:52:34 (UTC -04:00)	00:31	92838987	
VR-615 SN69000001	Admin 2	2007-06-28 10:51:51 (UTC -04:00)	00:42	92838987	
VR-615 SN69000001	Admin 2	2007-06-28 10:51:21 (UTC -04:00)	00:29	92838987	
VR-615 SN69000001	Admin 2	2007-06-28 10:48:52 (UTC -04:00)	02:21	7325722704	1021767524520833805117732658623556...
VR-615 SN69000001	Admin 2	2007-06-28 10:46:26 (UTC -04:00)	02:21	7325722704	0217675245210833805107732658623155...
VR-615 SN69000001	Admin 2	2007-06-28 10:46:05 (UTC -04:00)	00:17	6038709302	
VR-615 SN69000001	Admin 2	2007-06-28 10:39:56 (UTC -04:00)	06:05	7325722704	A9A9A9183928777077366088790773660...
VR-615 SN69000001	Admin 2	2007-06-28 10:38:31 (UTC -04:00)	01:24		123456789*0#ABCD
VR-615 SN69000001	Admin 2	2007-06-28 10:38:14 (UTC -04:00)	00:16	92838987	
VR-615 SN69000001	Admin 2	2007-06-28 10:37:59 (UTC -04:00)	00:15	92838987	
VR-615 SN69000001	Admin 2	2007-06-28 10:37:37 (UTC -04:00)	00:21	92838986	
VR-615 SN69000001	Admin 2	2007-06-28 10:37:16 (UTC -04:00)	00:21	92838987	
VR-615 SN69000001	Admin 2	2007-06-28 10:36:46 (UTC -04:00)	00:28	92838987	
VR-615 SN69000001	Admin 2	2007-06-28 10:34:17 (UTC -04:00)	02:20	7325722704	1021767524520833805117732658623556...

Figure 5: The Instant Recall Tab

The Instant Recall tab provides a configurable window into the activity on one or more channels. To open a new Instant Recall tab, select **File** → **New Tab** → **Instant Recall** from the application menu, or press the corresponding **Ctrl+R** hotkey.

The Instant Recall tab's main controls are positioned along the top of the screen. Select from drop-down list of channel filters to narrow the instant recall window. All activity falling within the displayed time period will appear, sorted by start time. To adjust the time period, enter a new value for hours and minutes and the Instant Recall tab will automatically refresh the data displayed. To play audio for any of the records listed, simply highlight it and press **Enter**.

For more information about audio playback, see the [Playback Reference](#) section. For further details on configuring Instant Recall, see the [Instant Recall Options](#) section.

## Examining and Playing Records

The typical workflow for examining and playing records involves the following steps.

1. **Find Records in Instant Recall Tabs** Locate new records
2. **Playback Audio** Select individual records for playback.
3. **Update Records** If necessary, records can be updated.

## Finding and Organizing Records

Follow the steps outlined in the [Finding and Organizing Records](#) section for details on locating new records on your Eventide recorder.

## Playing Audio

To begin playing audio for a record, simply press the “Play” button in the playback area at the bottom of the screen. The first record in the list will begin playing (or, if you have a different record selected, the selected record will begin playing instead). Alternatively, select a record and press Enter to begin playback. Use the Spacebar hotkey to begin or pause playback. The Spacebar hotkey also has the special property of being able to pause playback at any time, from any area of MediaAgent. If audio is playing, and you need to stop it, simply press the spacebar once.

Playback of an individual record can also be started by double-clicking it. Or, right-click the desired record to present an option to “Start Playback”. Select this to begin audio playback on the selected record. Again, audio can be stopped again by tapping the spacebar or by pressing the “Pause” button in the playback area at the bottom of the screen.

MediaAgent can only play audio from a single record at a time. Once the record has played through to the end, audio playback will stop.

## Updating Records

Once records have been located, there are a number of ways to examine their properties. Records can be sorted in any direction using any available column. Examine detailed properties for any record by right-clicking a record and selecting “Properties”. Figure 6 shows the “Properties” dialog for a record. This includes information such as the Notes and Audit History of the record.

The screenshot shows a Windows-style dialog box titled "Properties". It has two tabs: "Properties" and "History". The "Properties" tab is active. The dialog is divided into several sections:

- Location:** Source: VR-615 SN69000001, Channel: x04 - Max B.
- Time:** Start time: 2007-06-18 10:36:25, Duration: 31
- Phone:** CLID: 92838987, DTMF: (empty field), Direction: u
- Attributes:** Three checkboxes: Protected (unchecked), Suppressed (unchecked), Archived (unchecked).
- Notes:** A large text area for entering notes.

At the bottom right, there are "OK" and "Cancel" buttons.

Figure 6: Properties Dialog

Any Notes modified in this dialog are saved back to the recorder it originated on. Similarly, changing the “Protected” status of a record updates the record’s status on the source recorder.

## Exporting Audio

MediaAgent can export audio from your Eventide recorders in the format in which it was recorded.

Once records are visible in an Instant Recall tab, invoke the export dialog by right-clicking the desired record and choosing “Export selected” from the menu which appears. A dialog appears allowing you to select a filename for the exported audio. Choose a filename and select “OK” for the audio to be exported.

## Monitoring Recorders

MediaAgent enables you to monitor the live audio feeds from your Eventide recorders. In addition, there are tools to monitor recorder health and status, as well as channel activity.

## Introducing Channels

The Channels tab provides a real-time overview of the physical recording channels on a source. To open a new Channels tab, select File → New Tab → Channels from the application menu, or press the corresponding Ctrl+L hotkey.

The Channels tab displays all physical channels in a list below each source. Each channel is displayed with the current channel name, the channel number and the current channel status. To enable live monitoring of the audio currently playing on the channel, toggle the “Live Monitor” icon for the desired channel. To enable or disable recording on a channel, toggle the “Record Enabled” checkbox. The audio for more than one channel at a time can be monitored. Adjust the overall volume level with the volume slider at the bottom of the screen.

## Introducing Recorders

The Recorders tab provides information about recorder drive status and alarms. To open a new Recorders tab, select File → New Tab → Recorders from the

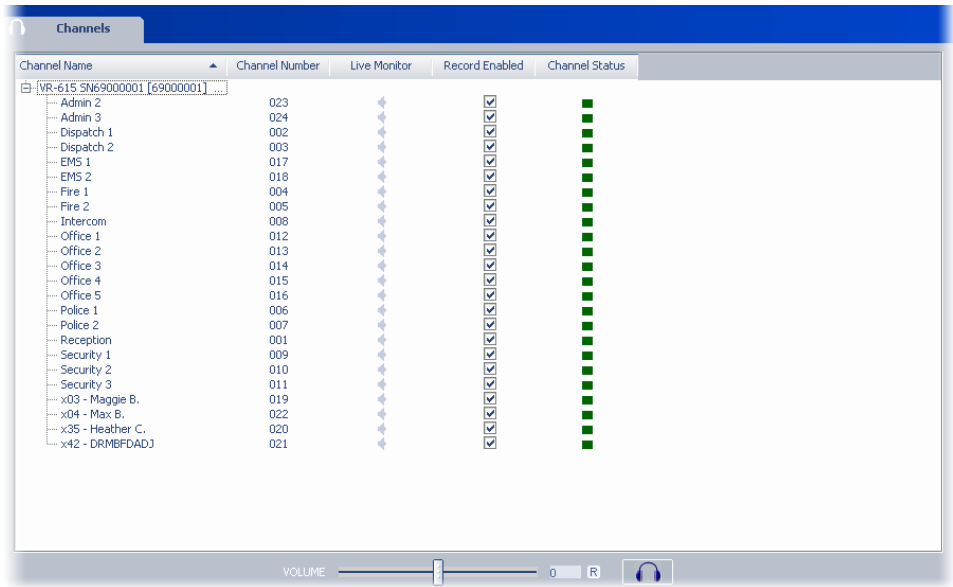


Figure 7: The Channels Tab

application menu, or press the corresponding Ctrl+E hotkey.

Select a source from the list of connected sources. The “Drive Status” table lists all configured drives and their current status. This includes network drives and local DVD-RAM archiving drives.

The “Alarms” table lists all active alarms that may be present on the selected source. To acknowledge an alarm, select it from the list and press the “Acknowledge” button. Consult with your network administrator to fully resolve any recorder configuration issues that you have acknowledged.

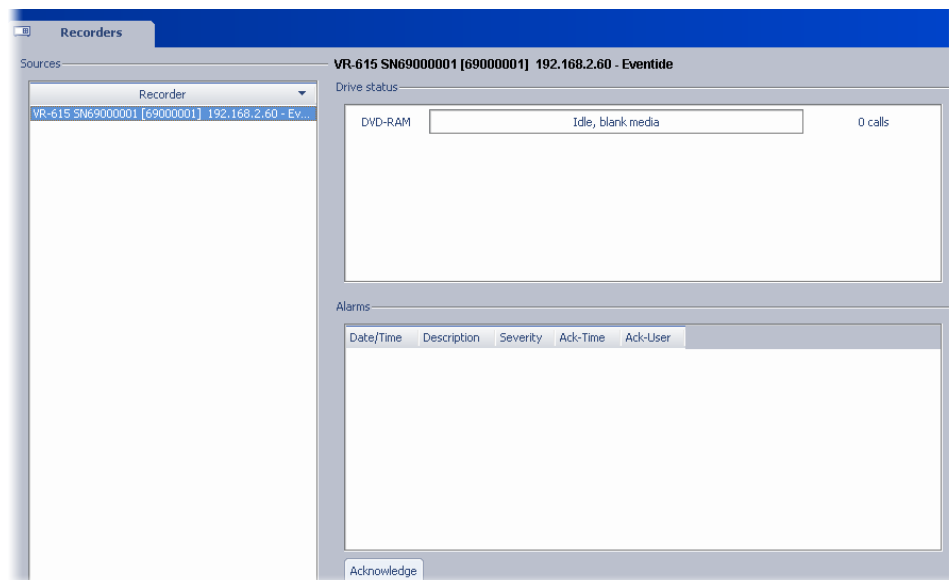


Figure 8: The Recorders Tab



## 3 Reference

### Overview

This section builds on the previous [Workflow](#) section and provides details about each window, option, tab and menu in MediaAgent. For general MediaAgent usage, review the [Workflow](#) section. For detailed information on specific options or controls, consult this reference.

### Main Window

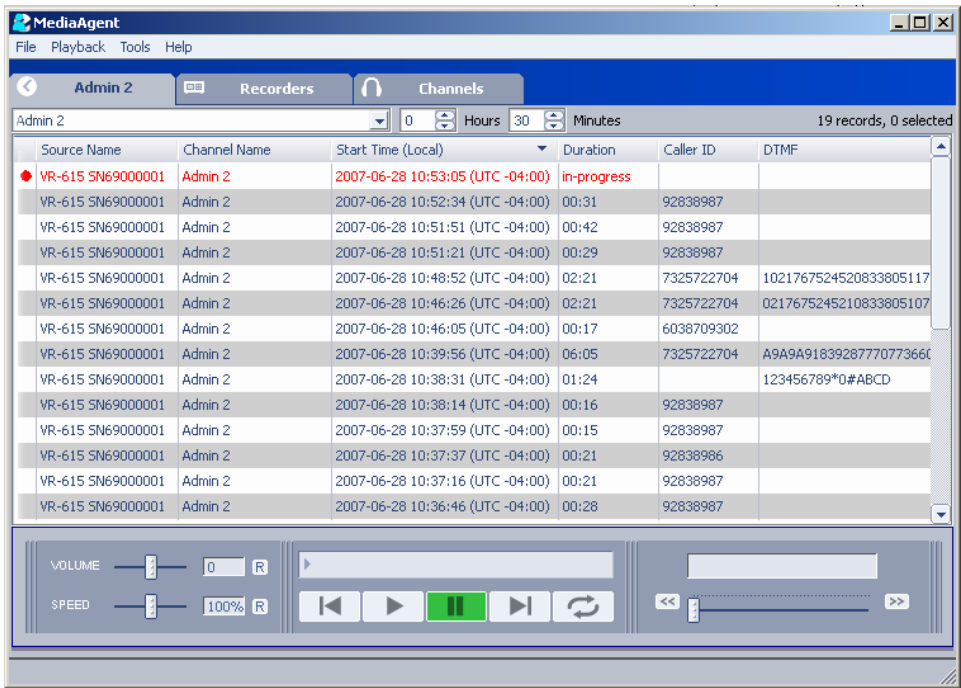


Figure 9: MediaAgent Main Window

The MediaAgent main window is your primary workspace. The main window uses a tabbed approach to organize information. Tabs are located across the top of the

window. Clicking a tab will cause it to become active. The default main window contains an Instant Recall tab. See the [Tabs](#) section for details on each type of tab.

## Tabs

### Channels

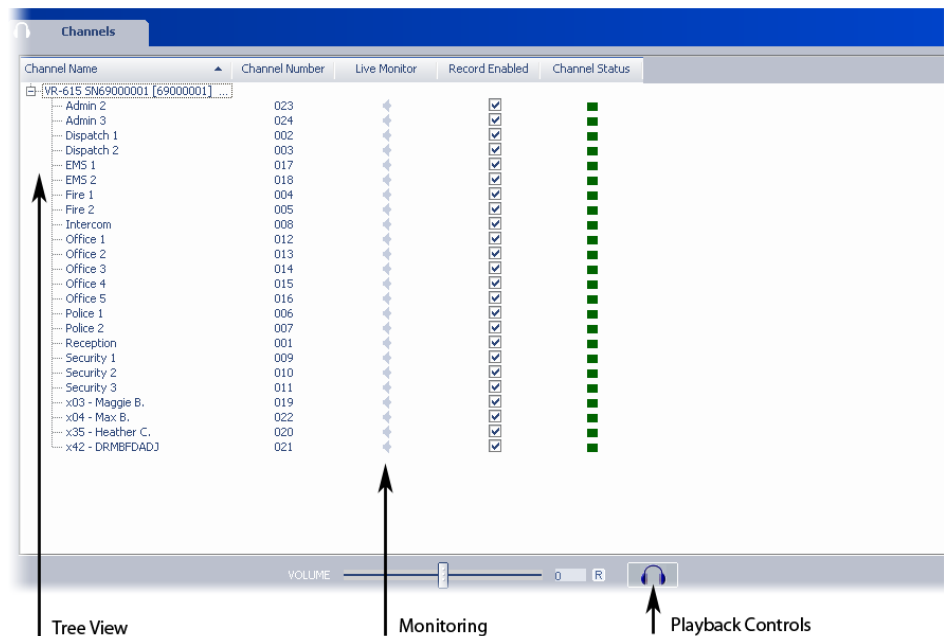


Figure 10: Elements of the Channels Tab

The Channels tab provides live status information for all physical channels on your Eventide communications logging recorder. Each connected source appears in the channels list. Expanding the tree of information will reveal all channels on the source. To sort the list of channels, click on the “Channel Name” or “Channel Number” header; a small arrow will indicate the sort direction. To reverse the sort, click the header section again.

The current, live audio on each channel can be monitored by clicking on the “Live Monitor” icon next to the desired channel. Multiple channels can be monitored at the same time. Adjust the overall volume with the volume control at the bottom of the screen.

In addition, the recording state of the channel can be changed. Click the “Record Enabled” checkbox to enable and disable active recording on a channel. If deselected, any audio currently being recorded will stop until the “Record Enabled” checkbox is enabled again.

The status of each channel is displayed in the “Channel Status” column. A colored square indicates the current status. The colors correspond to the following states:

**Green** - The channel is enabled, but is not recording any audio.

**Red** - The channel is enabled and is also recording audio.

**Yellow** - The channel is disabled.

**Grey** - The channel is disabled by the system, or not recognized. Consult your system administrator for details.

## Instant Recall

The Instant Recall tab provides a live picture of the activity on a channel. By default, Instant Recall will contain filters for each channel name on a connected source. (To create customized filters, see the **Filters** section.) The records displayed in the record view will correspond to the selected filter, and will also correspond to the specified time range. To adjust the time range, enter a new value for “Hours” and “Minutes”; Instant Recall will automatically refresh the record view for you. To change the channel which is displayed, select a new channel name from the channel drop-down list; records will be automatically refreshed. To manually refresh the record view, select Tools → Refresh from the application menu, or press the correspond F5 hotkey.

**The Record View** The record view presents data in a table. Sort the information in any way by clicking on the appropriate column header. A small arrow will indicate the sort direction. To reverse the sort, click the column header again. Columns

Source Name	Channel Name	Start Time (local)	Duration	Caller ID	DTMF
VR-615 SN69000001	Admin 2	2007-06-28 10:53:05 (UTC -04:00)	In-progress		
VR-615 SN69000001	Admin 2	2007-06-28 10:52:34 (UTC -04:00)	00:31	92838987	
VR-615 SN69000001	Admin 2	2007-06-28 10:51:51 (UTC -04:00)	00:42	92838987	
VR-615 SN69000001	Admin 2	2007-06-28 10:51:21 (UTC -04:00)	00:29	92838987	
VR-615 SN69000001	Admin 2	2007-06-28 10:48:52 (UTC -04:00)	02:21	7325722704	1021767524520833805117732658623556...
VR-615 SN69000001	Admin 2	2007-06-28 10:46:26 (UTC -04:00)	02:21	7325722704	0217675245210833805107732658623155...
VR-615 SN69000001	Admin 2	2007-06-28 10:46:05 (UTC -04:00)	00:17	6038709302	
VR-615 SN69000001	Admin 2	2007-06-28 10:39:56 (UTC -04:00)	06:05	7325722704	A9A9A918397777077366088790773660...
VR-615 SN69000001	Admin 2	2007-06-28 10:38:31 (UTC -04:00)	01:24		123456789*0#ABCD
VR-615 SN69000001	Admin 2	2007-06-28 10:38:14 (UTC -04:00)	00:16	92838987	
VR-615 SN69000001	Admin 2	2007-06-28 10:37:59 (UTC -04:00)	00:15	92838987	
VR-615 SN69000001	Admin 2	2007-06-28 10:37:37 (UTC -04:00)	00:21	92838986	
VR-615 SN69000001	Admin 2	2007-06-28 10:37:16 (UTC -04:00)	00:21	92838987	
VR-615 SN69000001	Admin 2	2007-06-28 10:36:46 (UTC -04:00)	00:28	92838987	
VR-615 SN69000001	Admin 2	2007-06-28 10:34:17 (UTC -04:00)	02:20	7325722704	1021767524520833805117732658623556...

Figure 11: Elements of the Instant Recall Tab

can also be reorganized in any way. Click and drag any column header and drop it into a new position. The type and number of columns can also be customized. Right-click any column and a menu of available column names will appear. To add a column, select it from this menu. To remove a column, deselect it. To reset the columns to their user-defined default value, select the “Reset to Default” option (for more on this, see the [Default Columns](#) section).

To play audio in Instant Recall, double-click the desired record. Or, highlight the record and press the Enter key. Audio playback will begin. Instant Recall only supports sequential record playback. See the [Playback](#) section for details.

## Recorders

The Recorders tab displays live drive and alarm information for your connected sources. Select a source in the sources list to display its status information. The drives reflect the current number and status of drives on the selected source. As drives are added or removed from the recorder (for example, a network archive), the drive status list will automatically update itself. The alarms list will display the current active alarms on the source. As new alarms occur, the list will automatically update. To acknowledge an alarm, highlight it and press the “Acknowledge”

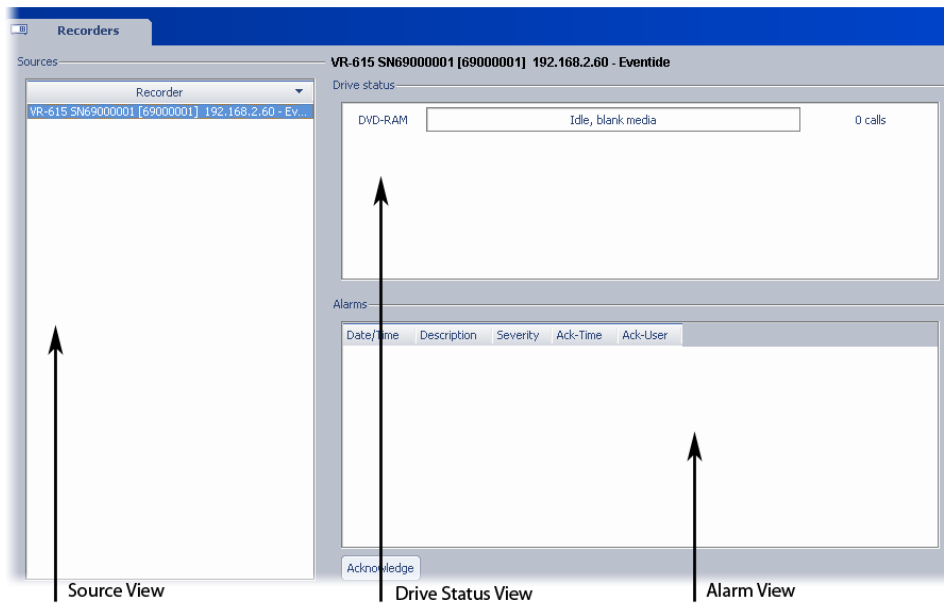


Figure 12: Elements of the Recorders Tab

button. Also consult with your system administrator about any active alarms.

## Playback

MediaAgent supports a single playback mode, single record playback. Audio can be streamed from an Eventide recorder only. Audio volume and playback speed can both be adjusted, and seeking to random playback positions (“scrubbing”) is supported.

### Playback Controls

Playback is controlled via the playback control area at the bottom of the screen. All playback controls have corresponding hotkeys associated with them to make audio playback more efficient.

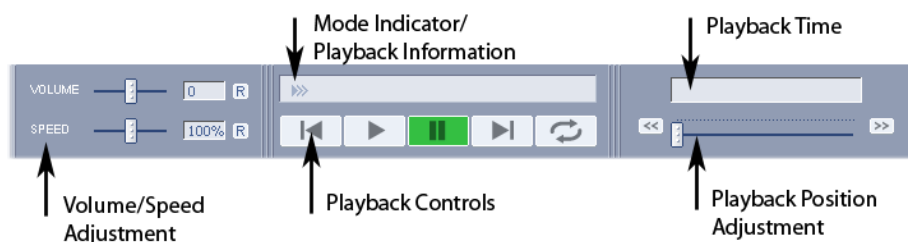


Figure 13: Elements of the Playback Control Area

**Scrubbing** Changing the playback position is known as scrubbing. You can scrub during playback at any time. To quickly move to a different audio position within a record, click and drag the scrub slider control at the bottom of the screen. While scrubbing, keep an eye on the new position using the playback time indicator.

**Variable Speed** Adjust variable speed playback using the playback controls at the bottom of the screen (audio playback speed cannot be adjusted for “live” audio streams, for example when monitoring channel audio in the Channels tab). To increase the speed of playback, adjust the “SPEED” slider. The relative pitch of the audio playback will not be affected, only the rate at which it is played. This is convenient to quickly review audio, or to slow things down to discern difficult-to-understand sections.

## Options

This section explains all options available in the Options window of MediaAgent. To change or view an option, click on the option name in the list along the left side of the Options window.

## Sources

Maintain all MediaAgent sources here. To add a new connection to an Eventide communications logging recorder or to an Eventide DIR911t instant recall recorder, click the “Add” button. In the dialog that appears, enter the necessary

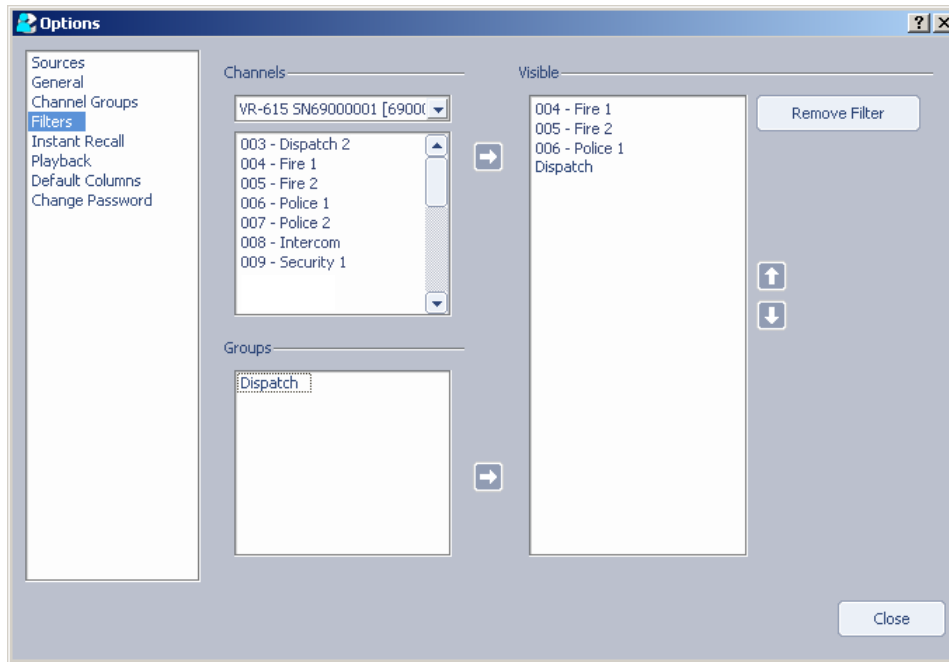


Figure 14: The Options Window

information (including user name and password) and press the “OK” button. MediaAgent keeps a running list of all the sources that have ever been added. To completely remove a source from the list, select it and click the “Remove” button. When adding a source, you can optionally instruct MediaAgent to remember your password. If you enable this option, MediaAgent will be able to log in to the source immediately, without prompting you for a password, the next time it starts.

All connected sources will be reconnected when restarting MediaAgent.

MediaAgent can connect or disconnect from any of the listed sources, as necessary, from the Sources Options page. To reconnect to a source, select it and click the “Connect” button. To disconnect, use the “Disconnect” button. It is often more convenient to temporarily disconnect from a source, and reconnect to it later on, without having to go through the processing of adding it from scratch each time.

## General

Modify general application settings here.

**Minimize to system tray** To prevent MediaAgent from shutting down when closing the main window, turn this option on. Instead of exiting the application, it will be minimized to the system tray of the task bar. MediaAgent can be easily restored by double clicking the system tray icon or by right-clicking the system tray icon and choosing "Restore MediaAgent".

**Play first track on double-click restore from system tray** Enable this option to have the first track in the active Instant Recall window begin playing if you double-click to restore MediaAgent from the system tray.

**Alarm Notification** Enable this option to be notified of active alarms on any of your connected sources.

**Elevate Configuration** Press this button to copy your current MediaAgent configuration to the machine defaults. You must be a system administrator to perform this function.

## Channel Groups

A "Channel Group" is a collection of one or more channel names. MediaAgent utilizes Channel Groups in the Instant Recall tab.

In the Instant Recall tab, Channel Groups can be selected as the active filter. This allows Instant Recall to monitor more than one channel at a time.

To create a new Channel Group click the "Add Group" button. You will be prompted for the group name. After the group is created it is initially empty; add channels to it by first selecting one or more channels from the list on the left. Then press the arrow button to add the selected channels to the group. Add channels from a different source by selecting one from the drop-down list above the channel list.

Edit an existing Channel Group by selecting it from the "Groups" list. Remove individual channels from a group by first selecting them, and then clicking the "Re-



move Channel” button. Remove an entire group by clicking the “Remove Group” button.

## **Filters**

Filters are used in Instant Recall to limit the live record view. A filter is a single channel name, or a Channel Group. Use the Filters Options to define which filters are visible in an Instant Recall tab.

To add a channel name filter, select one or more channels from the Channels list and click the associated arrow button. To add a Channel Group filter, select one or more groups from the Groups list and click the associated arrow button.

The order in which the filters appear in the Instant Recall tab can also be adjusted here. To change the order of filters, select one or more filters from the Visible list and then click the up or down arrow to change the relative order.

To prevent a filter from showing up in Instant Recall, select it from the Visible list and click the “Remove Filter” button.

## **Instant Recall**

Configure Instant Recall options here. Since Instant Recall is intended to monitor recent channel activity, there is a maximum record limit to each Instant Recall tab. Set the maximum record limit here. It is recommended that you leave this setting at the default, or lower, value. Increasing the limit may have performance implications.

In addition, each Instant Recall tab contains a default time window, within which records are displayed. Change the default value for new Instant Recall tabs by adjusting the “Hours” and “Minutes” values.

## Playback

Adjust global playback behavior here. Certain analog capture boards are occasionally prone to small continuity jitters while recording audio. To suppress warnings about these audio anomalies, ensure that “Ignore Audio Discontinuities” is checked. Uncheck this option to see all audio continuity warnings while playing audio.

Adjust the audio “Skip Interval” here as well, which specifies the number of seconds to be skipped forward or backward when using this scrubbing technique.

## Default Columns

Specify the default columns to be displayed when opening a new tab which contains a record view. From the available column list on the left, select a column to add and click the right arrow button. To remove a column, select one from the list on the right and press the left arrow button. The order in which the default columns are displayed can also be altered; select a column from the list on the right and adjust its position by clicking the up/down arrow buttons. s

## Change Password

For those sources that support it, your current password can be changed. Select the source from the list and enter your “New password” in the entry box. Repeat the password and press the “Apply” button. Your password will be changed on the source recorder and will need to be used on subsequent logins.

## Menus

### File

**New Tab** Opens a new tab in the active top-level window. Choose a tab type from the submenu which appears.

**Close Tab** Closes the active tab on the active top-level window. You cannot close the last tab.

**Exit** Exits MediaAgent.

## Playback

**Toggle Playback** Starts or stops audio playback.

**Play Selected** Starts audio playback on the selected record. If there is no selection, the first record in the list will begin playing. If the active tab does not contain a list of records, this option is not available.

**Next Record** Skips to the next record as listed in the record view.

**Previous Record** Skips to the previous record as listed in the record view, or skips to the beginning of the current record, depending on the playback position. If the playback position is near the beginning of the audio, MediaAgent skips to the previous record. If the playback position is somewhere in the middle of the audio, skips to the beginning of the currently playing record.

**Skip Forward** Scrubs forward by a user-defined number of seconds, by default 10. Scrubbing remains within the bounds of the currently playing record.

**Skip Back** Scrubs backward by a user-defined number of seconds, by default 10. Scrubbing remains within the bounds of the currently playing record.

**Loop Playback** Loops audio playback between user-defined start and end looping points.

## Tools

**Refresh** Refreshes the list of records in the active tab. If the active tab does not contain a list of records, this option is not available.

**Options...** Opens the MediaAgent Options dialog, where various application settings can be adjusted.

## Help

**Contents...** Invokes the MediaAgent help.

**Quick Start...** Invokes the MediaAgent Quick Start help.

**Frequently Asked Questions...** Invokes the MediaAgent Frequently Asked Questions help.

**What's This** Activates “What's This?” mode. Once activated, click on a MediaAgent control for more specific, context-sensitive help information.

**About** Displays the MediaAgent version and copyright information.

## 4 Frequently Asked Questions

### Overview

Answers to some of the most common questions about MediaAgent are found below.

### Questions and Answers

#### **How can I work with records in Microsoft Excel?**

Information can be moved from an Instant Recall tab to Microsoft Excel using copy-and-paste. In the Instant Recall tab, first select a record. Then press the Ctrl+C hotkey to copy the record information to the clipboard. Switch to Excel and paste the information into a spreadsheet.

#### **Why can't I use Instant Recall over a larger time range?**

Your user account may be limited by your system administrator to a specified time window. So check with your system administrator. Otherwise, to research older records on your Eventide recorder, use the separate MediaWorks client application.

#### **I've created a Channel Group for Instant Recall, but cannot see it in the Instant Recall tab! What gives?**

After creating a Channel Group, make sure it the group is also part of the Visible Filters. In the Options window, select "Filters" from the list on the left. You will see your newly created Channel Group in the "Group" list. Select it and press the right-arrow button to add it to the "Visible" list. This Channel Group will now be available to all your Instant Recall tabs.

#### **Certain channel names from my logger are not appearing in MediaAgent. Why is this happening?**

If channel name information was recently altered on your Eventide recorder, it may be necessary to restart MediaAgent and reconnect to the recorder before those

channel names are available in MediaAgent.

### **I've found a problem with MediaAgent, what do I do?**

#### **Troubleshooting**

Several common problems are covered in the **Frequently Asked Questions** section of this manual. Check it to see if the issue is already known, or if there is a workaround available. Also consult any release notes for your version of MediaAgent .

It is Eventide's policy to work directly with dealers, not end users. Dealers must report issues to Eventide with the following information in order to process the service/support request:

1. Serial numbers of any recorders in use (whether Atlas, DIR911t)
2. Software versions for both the recorders(s) and MediaAgent
3. Severity of the issue, including a detailed description of the issue
4. Contact information (phone and email) for dealer and on-site technician

To contact Eventide Customer Service for support, call 201-641-1200 option 6 then option 2 (Communications/Loggers division), or email [support@eventide.com](mailto:support@eventide.com).

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